Intrepid Group

JOB DESCRIPTION & ACCOUNTABILITIES

NAME:	TBA	**REPORTING TO:**	Finance Systems Support Team Leader
POSITION TITLE:	Finance Systems Support Executive	**DIRECT REPORTS:**	1
DEPARTMENT:	Finance	**LOCATION:**	Sri Lanka

POSITION PURPOSE:

The Finance Systems Support Executive is a part of the customer focused Systems & Business Process Improvement team, and is involved in assisting of end user system support, primarily for the group-wide Finance system. This role will also contribute to the continual service improvement of the Finance Systems Support Function, by participating in testing, & assisting in implementing improvements to finance transactional services procedures within the Intrepid Group and driving consistency, productivity and efficiencies across the Group.

The role will work closely directly with the Intrepid Colombo Finance Systems Support team and indirectly with the Melbourne based team and report to the Finance Operations Manager, who will provide guidance & direction. Key to this role is excellent verbal and written communication skills together with a passion to deliver exceptional customer service through provision of desktop and remote support in response to reported incidents, problems and requests from finance staff in multiple offshore locations.

This role will require gaining an in depth understanding of current systems & processes, and will drive the maintenance & future development of the systems training & procedures documentation.

Furthermore, this role needs to maintain an element of flexibility to provide support and recommendations to key stakeholders in a continually changing business environment.

QUALIFICATIONS AND EXPERIENCE

2-3-years' experience within a finance/systems process role.
Preferably an undergraduate degree in Finance / Business or part qualification in ICASL / CIMA / ACCA
Experience in documenting end user training manuals
Experience of accounting packages and ERP systems.
Experience in understanding and documenting work flow and developing supporting work instructions.
Well-developed computer literacy skills in MS Office environment and knowledge on Visual Basic,
Microsoft Visio will be an added advantage

OTHER SKILLS AND ATTRIBUTES

Exceptional written and verbal communications skills
Driven and self-motivated learner
Ability to set own deadlines & work autonomously
Positive can-do attitude and enjoyment in working with people in the business
Understanding and appreciation of Intrepid Group's culture and values
Team orientated

Annual Operational Accountabilities	Benchmark Measure
Finance Systems – User Support	- Provide 1st line support / first point of contact for support issues raised with our Kaseya system and resolve those within the set time lines - Provide 1st line and 2nd line support to user queries and reported incidents, maintaining a log of all reported incidents and resolution in line with Finance SLA - Daily troubleshoot of Starship (Booking System) to Finance System Errors - Provide suitable documentation and guidance to support users' day-to-day interactions with the Finance Systems - Deliver system and financial training/guidance to onsite team, both new and existing staff using different training modes. - Identify gaps in training material and proactively seek to complete documentation and deliver training to end user where shortfalls in system knowledge is identified
Continual System and Process Improvements	- As part of the commitment to continual service improvement, including process efficiency and improvements, work closely with the Process Improvement team to test, and support implementation of improvements to procedures - Ensure process improvement to drive shorter month and year end reporting cycle as well as automation of existing manual processes where applicable - Proactively review and suggest improvements to transactional service teams' processes - Provide assistance and support to group finance teams to facilitate and improve financial accounting, management accounting and systems accounting processes and deliverables - Document and analyze existing business processes using software such as Microsoft Visio - Assist in process mapping and business process reengineering
Starship System – Admin Support	- Enter Agent Data to the systems and manage Agent Commissions and Contracts. - Manage adhoc Starship issues to ensure integrity in data and financial information being transferred to Finance System. - Involvement of the Development in documentation as directed - Evaluation and Review of the Reconciliation between Finance and booking System Discrepancies.
Systems implementations & rollouts	Specific involvement in the rollout of Finance System and any other change requests in existing system
Internal Customer service	- Meet or exceed internal customer service ratings - Positive feedback from key stakeholders/customers - Ensure quality in service deliverables.
Other duties as directed	- Adhoc project related duties as directed - Independently manage and deliver outcomes as per assigned tasks - Work within a team environment